

NBN Data-Only plan FTTP/FTTN/FTTB/FTTC/HFC (Existing Customer)



Only available to existing TPG internet customers*	
	NBN12 S Bundle
10GB¹	
12Mbps	0.8Mbps
Download	Upload
Typical evening speed*	
BYO Modem	
Data Only	
\$ 39⁹⁹ per month	
See table below for breakdown of all fees and total charges	

Only available to existing TPG internet customers*	
	NBN12 M Bundle
100GB²	
Peak / Off peak (50GB + 50GB)	
12Mbps	0.8Mbps
Download	Upload
Typical evening speed*	
BYO Modem	
Data Only	
\$ 49⁹⁹ per month	
See table below for breakdown of all fees and total charges	

	S Bundle	M Bundle
	No lock-in contract	No lock-in contract
Early Termination Charge	N/A	N/A
New Customers	N/A	N/A
Change of Plan Fee for Existing NBN Customers	\$0 Minimum Total Charge in 1st Month of Plan: \$39.99	\$0 Minimum Total Charge in 1st Month of Plan: \$49.99
Change of Plan Fee for Existing ADSL, FTTB, Home Wireless Broadband and 5G Home Broadband Customers	- \$0 Change of Plan Fee Charge in 1st Month of Plan: \$34.99	- \$0 Change of Plan Fee Minimum Total Charge in 1st Month of Plan: \$49.99
Moving Home Fee for Existing Internet Customers	- \$0 Moving Home Fee Minimum Total Charge in 1st Month of Plan: \$34.99	\$0 Moving Home Fee Minimum Total Charge in 1st Month of Plan: \$49.99

NBN Data-Only plan FTTP/FTTN/FTTB/FTTC/HFC (NBN SL Plan)



NBN12	NBN25	NBN50	NBN100*	NBN500
Unlimited Data usage				
12Mbps 0.8Mbps Download Upload Typical evening speed [#]	25Mbps 4Mbps Download Upload Typical evening speed [#]	50Mbps 17Mbps Download Upload Typical evening speed [#]	97Mbps 17Mbps Download Upload Typical evening speed [#]	500Mbps 42Mbps Download Upload Typical evening speed [#]
BYO Modem				
Data Only				
\$74.99 per month See table below for breakdown of all fees and total charges	\$76.99 per month See table below for breakdown of all fees and total charges	\$84.99 per month See table below for breakdown of all fees and total charges	\$94.99 per month See table below for breakdown of all fees and total charges	\$94.99 per month See table below for breakdown of all fees and total charges

	NBN SL Plan				
	NBN12	NBN25	NBN50	NBN100	NBN500
Early Termination Charge	N/A	N/A	N/A	N/A	N/A
New Customers	\$0 Setup Fee Minimum Total Charge in 1st Month of Plan: \$74.99	\$0 Setup Fee Minimum Total Charge in 1st Month of Plan: \$76.99	\$0 Setup Fee Minimum Total Charge in 1st Month of Plan: \$84.99	\$0 Setup Fee Minimum Total Charge in 1st Month of Plan: \$94.99	\$0 Setup Fee Minimum Total Charge in 1st Month of Plan: \$94.99
Change of Plan Fee for Existing NBN Customers	\$0 Minimum Total Charge in 1st Month of Plan: \$74.99	\$0 Minimum Total Charge in 1st Month of Plan: \$76.99	\$0 Minimum Total Charge in 1st Month of Plan: \$84.99	\$0 Minimum Total Charge in 1st Month of Plan: \$94.99	\$0 Minimum Total Charge in 1st Month of Plan: \$94.99
Change of Plan Fee for Existing ADSL, FTTB, Home Wireless Broadband and 5G Home Broadband Customers	- \$0 Change of Plan Fee Minimum Total Charge in 1st Month of Plan: \$74.99	- \$0 Change of Plan Fee Minimum Total Charge in 1st Month of Plan: \$76.99	- \$0 Change of Plan Fee Minimum Total Charge in 1st Month of Plan: \$84.99	- \$0 Change of Plan Fee Minimum Total Charge in 1st Month of Plan: \$94.99	\$0 Change of Plan Fee Minimum Total Charge in 1st Month of Plan: \$94.99
Moving Home Fee for Existing internet Customers	- \$0 Moving Home Fee Minimum Total Charge in 1st Month of Plan: \$74.99	\$0 Moving Home Fee Minimum Total Charge in 1st Month of Plan: \$76.99	\$0 Moving Home Fee Minimum Total Charge in 1st Month of Plan: \$84.99	- \$0 Moving Home Fee Minimum Total Charge in 1st Month of Plan: \$94.99	\$0 Moving Home Fee Minimum Total Charge in 1st Month of Plan: \$94.99

NBN Data-Only plan FTTP/FTTN/FTTB/FTTC/HFC (NBN SL Plan)



NBN Home Superfast		NBN Home Ultrafast			
Unlimited		Unlimited			
Data usage		Data usage			
740Mbps	42Mbps	820Mbps	85Mbps		
Download	Upload	Download	Upload		
Typical evening speed*		Typical evening speed*			
BYO Modem		BYO Modem			
Data Only		Data Only			
\$ 99.99		\$ 109.99			
per month					
See table below for breakdown of all fees and total charges					

	Home Superfast Plan	Home Ultrafast Plan
	No lock-in contract	No lock-in contract
Early Termination Charge	N/A	N/A
New Customers	\$0 Setup Fee Minimum Total Charge in 1st Month of Plan: \$99.99	\$0 Setup Fee Minimum Total Charge in 1st Month of Plan: \$109.99
Change of Plan Fee for Existing NBN Customers	- \$0 Minimum Total Charge in 1st Month of Plan: \$99.99	- \$0 Minimum Total Charge in 1st Month of Plan: \$109.99
Moving Home Fee for Existing NBN Customers	- \$0 Moving Home Fee Minimum Total Charge in 1st Month of Plan: \$99.99	- \$0 Moving Home Fee Minimum Total Charge in 1st Month of Plan: \$109.99

NBN Data-Only plan FTTP/FTTN/FTTB/FTTC/HFC



***Offering:** TPG NBN S Bundle and M Bundle are only available to existing TPG internet customers choosing to switch their internet service to this bundle at their current residential address ('Change of Plan') or at a new residential address ('Moving Home').

General: This offer is subject to availability and other conditions and may be withdrawn at any time. Please refer to 'Important Things You Need to Know' at the end of this brochure for further information.

1Monthly Usage Quota: 1GB (Gigabyte) = 1000MB (Megabyte). Unused usage quota forfeited each month. Speed will be shaped to 32Kbps/32Kbps for the billing cycle in which the monthly usage quota has been exceeded. Downloads and uploads are counted.

2Monthly Usage Quota: 1GB (Gigabyte) = 1000MB (Megabyte). Unused usage quota forfeited each month. Data allowance consists of peak (8:30am - 2:30am) and off peak (2:30am - 8:30am) monthly usage quota. Speed will be shaped to 128Kbps/128Kbps for the period in which the monthly usage quota has been exceeded (peak and/or off peak). Downloads and uploads counted. TPG may, on giving you 7 days notice by email, adjust the start/finish (but not the length) of peak/off peak times.

Minimum Term: The NBN S, M and SL Bundle plans are supplied on a no lock-in contract (customers are permitted to terminate the service by giving 30 days notice)

NBN Charges: Please see table above for a breakdown of plan fees and charges. New Development fee: \$300 will be charged to your bill if NBN has to activate a connection for the first time at a premises it classifies as a 'new development'. Other fees such as Missed appointment fee, Cancelled appointment fee, Subsequent installation fee and No Fault found fee may apply to you. We may also pass on any administrative costs that TPG incur in providing you with assistance or arranging an appointment with NBN.

#NBN Speeds: Typical Evening Download Speeds are subject to change and are measured 7pm-11pm. Typical Evening Upload Speeds are estimated by reference to the maximum upload speed. Your service speeds are not guaranteed and may vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users and performance of interconnecting infrastructure not operated by TPG. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. If you are a customer on a NBN FTTN/B/C connection, we'll inform you of your maximum attainable line speed for your service once we receive this information from NBN after activation. Should your maximum attainable line speed not be capable of reaching your plan speed, we'll provide you with options, including to downgrade or cancel your service for no extra charge and with a refund.

***NBN100:** Our NBN100 plan is configured on the NBN 100/20 wholesale tier which provides off peak upload speeds between 1Mbps and 20Mbps. By invitation only, some existing customers may be eligible to configure their NBN100 plan on the NBN 100/40 wholesale tier which provides off peak upload speeds between 1Mbps and 40Mbps by paying an additional \$10 per month plan fee (this is only offered on a Month to Month basis) - the applicable monthly charge for this plan is \$99.99.

Availability: NBN500, Superfast and Ultrafast Plans are only available on NBN FTTP and NBN HFC areas. NBN100 is only available in NBN FTTN/B/C areas.

Modem Compatibility Requirements: You need an NBN compatible modem that is capable of reaching your NBN plan speed. If you are an existing TPG NBN customer with TPG supplied NBN modem, your modem may not be capable of reaching the NBN plan speed you have selected, especially on Wi-Fi connection. For more information, see our [compatibility requirements](#).

Important Things You Need to Know

Critical Information Summary (CIS): The CIS sets out the important information you need to know about a TPG service. You can review the CIS for your selected NBN Bundle plan at https://www.tpg.com.au/terms_conditions/CIS.

CSG: All plans set out in this brochure are subject to you agreeing to waive the Customer Service Guarantee (CSG). For more information please contact TPG Sales on 13 14 23.

Availability: Only available in selected coverage areas. Please use the address checker above to check the availability in your area. Further availability checks will be conducted upon registration. **Backup Power Service (FTTP):** NBN services require a backup battery unit to keep power going to your NBN Network Termination Device in the event of a power outage so that some elements of your telephone service can continue to operate for an estimated period of time of about 5 hours during the power outage. TPG NBN service does not include the supply of a backup battery unit. This means during a power outage, you will not be able to make or receive any calls, including calls to emergency services. Please ensure that you have an alternative method to make calls such as a mobile phone.

Non-commercial purposes: The plans set out in this brochure are all for residential consumers only and may not be used for commercial purposes.

Installation: After you have submitted your order, TPG will confirm if an installation appointment is needed. If an installation appointment is needed, TPG will organise this and contact you with the appointment details. You or an authorised person over 18 years of age will be required to be at the premises on the day of the appointment. For more information, please click [here](#).

Payments: Monthly access charges are billed monthly in advance. Payment options are Direct Debit or Credit Card.

IP Address: All plans come with Dynamic IP address.

Additional Pricing: Visit TPG website www.tpg.com.au/nbn/additional-pricing for NBN Bundle additional pricing (Moving Home, Cancellation, etc).

Collection Notice: During your application for a TPG service, you provided personal information to TPG Internet Pty Ltd. We collect your personal information to enable us to supply, support, bill and otherwise manage services that you (or a person/company with whom you are associated) acquire or wish to acquire. Without your personal information we will not be able to supply those services. The personal information you provide by completing these fields will not usually be disclosed to anyone else. Our privacy policy contains information about how we may use your personal information, how you may access your personal information and seek correction of such information as well as how to complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint. <https://www.tpg.com.au/about/privacy>.

Standard Terms & Conditions: www.tpg.com.au/terms_conditions/standard

Service Description & Terms - NBN: www.tpg.com.au/terms_conditions/nbn